



PUBLIC NOTICE

Federal Communications Commission
1919 M St., N.W.
Washington, D.C. 20554

News media information 202 / 418-0500

Fax-On-Demand 202 / 418-2830

Internet: <http://www.fcc.gov>

<ftp.fcc.gov>

FCC INVITES PUBLIC COMMENT ON ITS STRATEGIC PLAN

The Federal Communications Commission is seeking public comment on its draft Strategic Plan. The Strategic Plan is required by the Government Performance and Results Act of 1993 and includes, among other things, the agency's Mission Statement and Strategic Objectives for the current and next five fiscal years.

The Strategic Plan is based on the Commission's four principal activities of authorization of service, policy and rulemaking, enforcement and public information services. Performance indicators are included in the Strategic Plan since the FCC will report each year to Congress on the progress it has achieved toward reaching an objective.

This notice invites comments from all individuals and firms that have an interest in the Federal Communications Commission and how it functions. These comments will be considered and incorporated, where appropriate, into the Strategic Plan, which will be submitted to Congress and the Office of Management and Budget in September, 1997.

Comments should be forwarded to Kathy Fagan, Room 240E, 2000 M Street, N.W. , Washington, D.C. 20554 by August 1, 1997. You may also e-mail your comments to KFagan@fcc.gov.

DRAFT FCC STRATEGIC PLAN

MISSION STATEMENT

The Federal Communications Commission exists to encourage competition in communications and to promote and support access for every American citizen to existing and advanced telecommunications services. This mission is executed through the four primary Commission activities: Authorization of Service, Policy and Rulemaking, Enforcement, and Public Information Services.

STRATEGIC OBJECTIVES AND PERFORMANCE INDICATORS

I. AUTHORIZATION OF SERVICE

OBJECTIVE 1

We will design and implement re-engineered licensing and authorization processes to reduce the time it takes for existing licensees to obtain approval for the introduction of new or improved telecommunications services.

Performance Indicator: Performance will be measured by the number of licensing or authorization systems re-engineered and an analysis of the impact on our licensees. We will conduct post implementation reviews and evaluations within two years of system implementation.

OBJECTIVE 2

We will design and implement innovative electronic filing systems to reduce the amount of time required to apply for or to renew a license.

Performance Indicator: Performance will be measured by the number of electronic filing systems implemented and an analysis of the impact on applicants for Commission licenses. Analyses will incorporate Speed of Disposal rates and other application processing data and will include sampling of customer satisfaction.

OBJECTIVE 3

We will meet our established Speed of Disposal processing goals to ensure that applications are processed on time and efficiently.

Performance Indicator: Performance will be measured through analysis of data contained in quarterly reports prepared by our operating Bureaus. These reports contain bureau- and customer-established performance goals for all application processing services based on Speed of Disposal (SoD). Data to be analyzed includes receipts, disposals, pending, SoD, backlogs, and age of pending.

OBJECTIVE 4

We will utilize spectrum auctions whenever feasible for efficient licensing and innovative use of the electromagnetic spectrum allowing the most advantageous use of the scarce spectrum and expedited new consumer services.

Performance Indicator: Performance will be measured by the interval of time between the auction and the award of licenses.

II. POLICY AND RULEMAKING

OBJECTIVE 1

We will restructure and streamline the FCC as mandated by the Telecommunications Act of 1996 by eliminating outdated or redundant organizations and overlapping regulation to make it easier for businesses and individuals to obtain and/or utilize telecommunications services.

Performance Indicator: Performance will be measured by the notification to Congress of our restructuring plan and the actual implementation of that plan. We will also survey our customers on the impact of our restructuring.

OBJECTIVE 2

We will encourage competition in the telecommunications industry through procompetitive, deregulatory rulemakings, reducing consumer costs and increasing the telecommunications choices available to consumers.

Performance Indicator: Performance will be measured by an annual compilation of the number of actions taken by the Commission to promote competition and an analysis of the result of these activities on consumers.

OBJECTIVE 3

We will reduce reporting requirements and, thereby, the costs we impose on our licensees and the general public by eliminating unnecessary rules and burdensome regulations.

Performance Indicator: Performance will be measured by monitoring our compliance with the Paperwork Reduction and Regulatory Flexibility Acts. Performance will also be measured by our analysis of deregulatory actions taken by the agency and required to be reported to Congress by the Telecommunications Act of 1996.

III. ENFORCEMENT

OBJECTIVE 1

We will streamline our informal complaints processes and procedures to ensure timely and satisfactory resolution of consumer complaints.

Performance Indicator: Performance will be measured by an analysis of the Quarterly Workload Reports which document Speed of Disposal for informal consumer complaints.

OBJECTIVE 2

We will work as a partner with the private sector and with federal, state and local governments in the investigation and resolution of shared telecommunications problems. This will ensure that problem resolution is achieved quickly, at the least possible cost and with state and local interests duly considered.

Performance Indicator: Performance will be measured by an annual performance report detailing what issues were considered in partnership with state and local governments and what the resulting impact was on consumers.

| |
|-------------|
| OBJECTIVE 3 |
|-------------|

| |
|---|
| We will identify industry and consumer issues through customer feedback on the impact of our rules, the levels of |
|---|

| |
|--|
| <u>Performance Indicator:</u> Measurement will be through the tabulation and analysis of telephone and other inquiries made to the Commission. |
|--|

| |
|-------------|
| OBJECTIVE 4 |
|-------------|

| |
|--|
| We will utilize the latest technology to minimize interference resolution time and increase overall customer satisfaction by resolving complaints in a timely fashion. |
|--|

| |
|--|
| <u>Performance Indicator:</u> Performance will be measured through technical improvements implemented and an analysis of customer surveys and complaints to determine if complaints are being addressed in a timely fashion. |
|--|

IV. PUBLIC INFORMATION SERVICES

OBJECTIVE 1

We will provide "one stop" information shopping through the operation of our consolidated public reference services, reducing the time spent by consumers in obtaining essential information from the Commission.

Performance Indicator: Performance will be measured through an analysis of customer surveys and suggestions.

OBJECTIVE 2

We will design our information systems for Internet applications as well as other media to ensure rapid and efficient dissemination of information to our customers. This will provide another avenue for obtaining information from the Commission and will result in quicker licensing and ultimately quicker provision of telecommunications services to the consumer.

Performance Indicator: Performance will be measured through an annual performance report which will document all our information outreach initiatives, including specific projects, public meetings and conferences, and an examination of the overall impact on consumers.

OBJECTIVE 3

We will encourage public participation in all FCC proceedings to ensure all parties' views are heard and that there is speedy resolution of issues.

Performance Indicator: Performance will be measured through an annual performance report which will document and analyze the impact of greater participation by the public in FCC proceedings.